

1 make sure that our values are in the profit equations.
2 So it comes down to a series of questions.

3 Number one, do we think that access to
4 telephony is important for people with disabilities,
5 including those who are older? And, by the way, all
6 of us will acquire disabilities, unless we die first.

7 So, the answer is yes, telecom is essential
8 to daily life. It's essential to independent living,
9 particularly as we age. You will find it becomes more
10 and more essential.

11 And, increasingly, this has also come to be
12 access to IP. Question two, is IP telecom? Well,
13 from the legislation, we see that telecommunication is
14 the transmission between or among points specified by
15 the user of information of the user's choosing,
16 without change in the form or content of the
17 information center received.

18 Thus, the internet is telecom. The world
19 wide web would not. That is, the internet which
20 connects us all would be, but an information service
21 on the internet may not.

22 Question three, is VoIP telecom? Well,
23 first of all, it is transmission among specific points
24 specified by the user, etcetera. Secondly, we are
25 seeing that it is rapidly replacing the public switch

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 telephone network, especially in some markets.

2 And if PSTN was telecom, regardless of
3 whether it was transmitted using wires or light, or
4 microwaves, or satellites, or data packets over wire
5 or air, which is what the public switch telephone
6 network does, why would VoIP not be telecom because we
7 used differently shaped packets and hand shaking over
8 the same media?

9 Question four, if it is telecom, is
10 regulation needed? And the answer is for some aspects
11 no, regulation is not. But for accessibility it is.
12 As we noted earlier, whether it is TTY compatibility
13 or TV decoders, or hearing aid compatibility, nothing
14 has really happened without FCC requirement.

15 Are standards the answer? And the answer is
16 they are a very important component. But of all the
17 standards that have been passed related to
18 accessibility, the only ones that have been
19 implemented, are those that have been required by the
20 FCC.

21 In fact, our colleagues working in various
22 international standards groups are dismayed to hear
23 companies say that they are only going to support the
24 U.S. related accessibility standards or components of
25 standards because those are the only ones they are

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 required to.

2 Question five, do I have anything cheerful
3 to say? Yes. Access over IP technologies is cheaper
4 and easier. There are many examples of this. And we
5 have heard some of them today.

6 One is a concept that we have been working
7 on a major VoIP company with that would allow you to
8 install one program on the central call manager
9 server, and instantly all 10,000 or 20,000, or however
10 many phones you have, that are inaccessible on the
11 enterprise would become text compatible.

12 I don't mean you could hook up a TTY. I
13 mean you could communicate in text on them. A deaf
14 person could walk up to any phone and communicate in
15 voice or text, or mixed, without any TTY, or any other
16 device, and without changing the phones at all from
17 what they are today.

18 Number two, access over IP technologies can
19 address many more needs for more people as we have
20 already seen today. And number three, access over IP
21 technology can be simpler for those who are older.

22 Yes, wouldn't it be nice if any technology
23 got simpler? It can be simpler for people who are
24 older and give them what they need when they need it
25 to stay independent without changing how the phone

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 operates for the rest of us.

2 And there's more. But it won't happen if no
3 one requires it to. Enforced regulation can make it
4 profitable to make things accessible. It can keep
5 good actors from losing ground to bad actors.

6 It can level the playing field. It can make
7 sure that everyone takes access into account. And it
8 can cause access to be part of doing business, and a
9 standard part of the future telecom system design.

10 And, finally, it can make sure that telecom
11 is there for us, and usable by us, when each of us
12 grows old and needs it. And we will. Thank you.

13 MR. CARLISLE: I'd like to start off the Q&A
14 session with a question that sort of takes us a step
15 beyond the on/off switch of whether it is regulated,
16 or required, or not regulated or required.

17 Because I would like to sort of delve into
18 what the content of a requirement would be. Let's
19 assume there is a requirement of disabilities access
20 applicable to VoIP, however that might be deployed in
21 the system.

22 How do we best implement that requirement?
23 Do we as the FCC issue detailed specific requirements
24 that VoIP companies have to abide by? Do we just have
25 a general requirement and then enforce it on sort of a

1 case-by-case basis and essentially allow standards to
2 develop?

3 Or do we take a much higher level approach
4 and require a series of reports to see how it actually
5 happened, how the technology actually develops out in
6 the market?

7 Any one of these is a valid approach. But,
8 from your perspective, which one do you think works
9 the best, and can be enforced the best? Go ahead.

10 MR. MICHAELIS: Number one, I would have to
11 say that the FCC needs to consider a telephone to be a
12 telephone, regardless of the transport mechanism. A
13 phone is a phone.

14 We'll start at that basis. Next, I think we
15 need to recognize that even if I, as a manufacturer,
16 am required to provide accessibility, that doesn't
17 necessarily mean that they are going to keep lining up
18 to buy my products.

19 That's the reason I cited the example of our
20 voice-mail system. We have been providing this TTY
21 support now for over a decade. Nobody is using. Not
22 nobody, but very few people, disappointingly few of
23 our customers have actually enabled this capability on
24 the system.

25 All they need to do is turn it on. So I

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 would like -- I don't know how to propose to do this -
2 - but I would like some sort of regulation that
3 encourage more of my customers to put accessibility
4 into their RFPs.

5 Aside from non-government agencies, we are
6 seeing very few RFPs from the business community
7 saying we want the solution you sell us to be
8 accessible.

9 That's just not happening. I don't know
10 what enforcement mechanism might encourage that, but
11 that would certainly be a wonderful thing, if I
12 started seeing our customers asking for it, instead of
13 trying to force it on to them, or perhaps you forcing
14 it on to them by saying it's a required component of
15 the product.

16 And then, finally, again, I want to
17 reemphasize the importance of having the regulations
18 be Federal in nature. If each of the 50 states adopts
19 its own regulations, that's going to be a terrible
20 mess for all of us.

21 We really need centralized control of what
22 this environment's going to look like.

23 MR. SCHROEDER: Just a couple of follow-up
24 comments. I would say one in three in the scenarios
25 you laid out. One being very specific, and I regret

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 having to say that.

2 Because it's almost like voluntary-based
3 measures. I wish general requirements would work and
4 did work, because it would allow things to move
5 forward.

6 They only can if there's an aggressive
7 enforcement and review behind it, which is why I say
8 three also, because it's one of the things we missed,
9 it seems to me, in the 255 world, is having some form
10 of required reporting on actually what's being done
11 where we would have it down in clear digits or print,
12 or whatever, that the there isn't much accomplished,
13 at least in some areas of the marketplace for people
14 with disabilities.

15 And so that would allow the Commission to
16 come back and look for, you know, why is this
17 occurring, and what can we do about it? I guess
18 specific and follow on reporting requirements.

19 The other thing is, you know, Paul's point
20 is right, and I wish in some ways I wish we could have
21 written the ADA a few years later where we could have
22 gotten at electronic access as a required element, as
23 opposed to something we are still arguing about in the
24 courts.

25 Because some of the things you are talking

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 about might well have been covered if we could have
2 made it clear at the outset that services needed to be
3 made accessible, webs needed to be made accessible,
4 ecommerce needed to be made accessible.

5 MR. CARLISLE: Gregg?

6 MR. VANDERHEIDEN: Yes. It's a good
7 question about performance based and design based. In
8 508 there's performance and design based. And the
9 performance based are essentially ignored.

10 The performance criteria at the bottom,
11 there's no guideline for them, there's not comment on
12 them, there's not support documents on them, because
13 what people really look for is something very
14 specific.

15 They want to know what is it and can I test
16 whether I have done it. And the more general and
17 performance you make it, the more someone's got to
18 come back here and ask you did this pass.

19 And that's not good for a company, because a
20 company can't put a product out on the market and then
21 after they put it out come talk to you. And they
22 don't really want to come talk to you with their
23 secret brand new product.

24 One other thing is a phone is a phone.
25 Conversation is conversation. Another thing that we

1 see, wherever there is conversation, there should be
2 text.

3 I mean, on the IP network, there really
4 isn't a reason why you would have voice communication,
5 where you can't have text intermixed. And if you have
6 voice and vision and no text, which is like a 30th of
7 the bandwidth, and the easiest to implement, you know,
8 why?

9 And the answer is you didn't have to do it,
10 so we just did the things that we thought were going
11 to be market driven. Again, the market. It's good
12 business, it's just not good society.

13 Performance under duress. One of the things
14 that we need to look at -- we talk about these things
15 and people say you're going to use G.711, and that's
16 great, except when there's a hurricane, there's a
17 tornado, there's any kind of pressure on the system.

18 What will the systems do? Will they drop
19 half the phone calls, or will they drop the GE729? I
20 mean, we had one where we said how are you going to
21 guarantee the text will continue if there was a thing?

22 And he said, oh, the first thing we would do
23 is cut all the text out so we would get more voice
24 calls through. And this was in a conversation about
25 accessibility for people who are deaf.

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 The comment was, oh, even though the text
2 takes a very -- I mean, you could have many, many text
3 conversations for one voice conversation, they would
4 cut them out so they would get one more voice in.

5 Now, that wasn't the company decision, that
6 was just a reaction by one of the people from a
7 company who was looking at this issue. Finally, I do
8 think the idea of reports over time is good.

9 MR. CARLISLE: I said that Ed would have an
10 opportunity to address this one.

11 MR. BOSSON: There is already a clause in
12 Title 4 of the ADA, where it clearly states, it
13 encourages that new technologies. And so I believe
14 that the FCC can use that particular language in the
15 ADA to expand the regulations to apply to both VRS and
16 IP relay.

17 MR. CARLISLE: We have a question over here.

18 MR. TOBIAS: Jim Tobias, Inclusive
19 Technologies. I'm sorry to be testifying from both
20 sides of the witness stand, but I too agree that
21 periodic reports, collecting and disseminating
22 information about accessibility solutions that are
23 there in the marketplace, be they mainstream
24 technologies, or assistive technologies, is a good
25 idea.

1 And, in fact, the access board, and I
2 believe we have -- there he is. He's right here,
3 right behind me, probably follow on to my comments --
4 issued a market monitoring report in 1999, which our
5 company performed.

6 And it was at that time kind of a snapshot
7 of accessibility solutions, what were the features in
8 telecom products? And so it might be time, five years
9 now, to go on and do more of that.

10 But I would like to renew what I said on the
11 panel. And that is to focus on outcomes, not on
12 performance, and not on design criteria, but on
13 outcomes.

14 You have a huge staff of very talented
15 econometricians who should be able to calculate the
16 social cost and the social benefit of accessibility
17 policy.

18 In fact, the Commission responded to exactly
19 this issue a number of years ago when TRS coin sent
20 paid was an issue. And that is, I'm carrying my TTY,
21 I want to make a relay call from a payphone.

22 The estimated cost to the industry of making
23 the necessary network changes so that an 800 number
24 could wind up at a billing system was estimate to
25 something like 150 million dollars.

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 The volume of calls was estimated at
2 somewhere between 1,500 and 2,000 calls a year. It
3 was quickly realized that that was not a socially
4 valuable decision to make.

5 And so, in fact, part of the Commission's
6 rule was not to make a technical change, to provide
7 workarounds for all of the TTY users, and to have a
8 massive outreach campaign of information about how you
9 can perform relay calls from a payphone.

10 And I would consider that to be another
11 regulatory model to use.

12 MR. CARLISLE: Andy comments from the panel
13 on that?

14 MR. VANDERHEIDEN: Yes, I would like to
15 speak to the outcome. And one of the things that I
16 think the FCC has done from time to time is that come
17 back to the industry and say gee, this is something we
18 were considering.

19 You said it was going to get fixed. It is
20 now X years later, you know. Are people who are deaf
21 able to successfully communicate? And if they say,
22 well, yes, we are working on it.

23 The answer is you have been working on it.
24 And it is actually easy to design things that need
25 specs, that still don't make accessible communication.

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 The other thing I'd like to say is that one of the
2 things that that kind of a thing can do is it can look
3 at more than just the types of disability or the cases
4 that have been brought in as a complaint.

5 The number of times I'm sitting with
6 somebody and you are trying to solve a problem, and
7 they say okay, but if you do it that way you are going
8 to create a problem for this other disability, and
9 they say oh, that's okay, they're not suing us.

10 And so I think it's one of the other things
11 that that type of an approach would do in a report in
12 looking at it, is that you can look across the
13 disabilities, not just at the ones that happen to have
14 been vocal up until now.

15 DR. PEPPER: If I could actually just ask
16 Gregg a very specific question, because I think you
17 may actually have the answer asked by an earlier
18 questioner.

19 And that is the -- then a more general one
20 to your comments -- the specific question is what is
21 the current state of voice recognition software and
22 its implementation?

23 MR. VANDERHEIDEN: This is actually one of
24 the powers of Voice Over IP, is that you can actually
25 get a phone client that would just go right on your

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 laptop, or a PDA.

2 And we now have voice recognition, which
3 gets better and better each day, that would run while
4 you talk. And it would literally type into the VoIP.
5 So you'd not have to have voice recognition in the
6 VoIP at all.

7 And each year that voice recognition gets
8 better with your old phone you would get better and
9 better. IBM is working on a project called super-
10 human speech recognition.

11 And its goal is to be better than a human
12 being at recognizing speech. And we will get there.

13 DR. PEPPER: So this is actually one of the
14 good things, then.

15 MR. VANDERHEIDEN: It is a tremendous power,
16 except if one decides that if it's not a phone,
17 doesn't look like a phone, if it's a laptop that makes
18 a phone call it's not covered.

19 I don't mean the whole laptop, I mean just
20 the phone ap. Then that would fall by the wayside.

21 MR. BOSSON: Voice recognition, I'm not
22 sure, you may have heard already several people
23 mention Captel this morning. That's a new service for
24 hard-of-hearing individuals.

25 They use the service that has voice

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 recognition within it. And it makes it possible then
2 for a hard-of-hearing person to make a call to a
3 hearing person.

4 That individual, when speaking back to them,
5 it comes through the Captel program where it has a
6 person who is able to speak in a way that the Captel
7 will recognize and presents the hard-of-hearing person
8 with text.

9 And they can have a live conversation. We
10 see that more and more states are using this
11 technology. And it's ideal for the elderly, for hard-
12 of-hearing people, who still have good speech.

13 MR. CARLISLE: We have time for two last
14 questions before we move on to the Chairman's closing
15 remarks. Please, go first.

16 MR. BAQUIS: Good afternoon. My name is
17 David Baquis. And I work for the U.S. Access Board.
18 And I would like to raise the issue of section 508.
19 One question that we get at the Access Board is very
20 simple, yes or no, is VoIP covered as a telecom
21 product by the section 508 standards?

22 And the Access Board has not seeked to take
23 the position that we want to be the first to determine
24 that voice over the internet, or internet telephony,
25 is a telecom product before the FCC rules on this.

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 So this is a very important issue because
2 these decisions about procured telecom products would
3 be enforceable. And second, we know that although the
4 section 508 law, the Rehabilitation Act, applies only
5 to Federal agencies, we are well aware that many
6 entities in society are voluntarily looking at those
7 standards and internalizing them into their own state
8 laws, or policies.

9 So when I do things like travel to the state
10 of California and they ask me about what they should
11 be doing for accessibility of their telecom products,
12 they also want to know.

13 And they don't just want to be told that
14 they could do the right thing if they had the
15 resources to do so. But they want to know what they
16 have to do.

17 And so it would be very helpful to us if we
18 had a sense of how this issue's going to be dealt with
19 and when the timeline is, and also what the
20 enforcement implications will be for Federal agencies
21 that have already purchased Voice Over IP-type
22 products, which may or may not be perfectly conformant
23 with the law.

24 MR. CARLISLE: Would anybody on the panel
25 like to address that?

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 MR. VANDERHEIDEN: I think that's a request
2 to the FCC. I think 508 talks about functionality so
3 that if it's a telecommunication functionality it
4 might be considered to fall under the
5 telecommunication regs of 508 without getting into
6 deciding whether Voice Over IP is.

7 It's the functionality. So that might be a
8 way of addressing that.

9 MR. CARLISLE: All right. Las question.

10 MR. SLETS: My name is Ken Slets with the
11 Information Technology Industry Council, the IT side
12 of the spectrum. We tend to view Voice Over IP as
13 probably something that is transitioning from our side
14 of the technology into a telecom type service.

15 But we would like to suggest the FCC to be a
16 little careful about how you approach this. In terms
17 of performance versus design standards and
18 requirements, we tend to view design standards as
19 being a ceiling.

20 It tends to be a ceiling in the innovation
21 market, so to speak. Whereas performance essentially
22 establishes a floor. When you establish a floor in
23 terms of your requirements that enables changes in the
24 marketplace.

25 Our technology advances, as everybody knows,

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 extremely rapidly. I suspect that that's going to be
2 the same thing with Voice Over IP. We are going to
3 see new technologies.

4 They are probably already on the drawing
5 board, that are going to roll out that will achieve or
6 accomplish a lot of the accessibility, not only for
7 people with disabilities, but for everybody.

8 And I would just sort of caution not to be
9 too rapid in trying to box this in, because you might
10 in essence box out solutions. And then, secondly,
11 just suggesting that, again, with performance-based
12 requirements what you essentially do is provide the
13 opportunity for competition.

14 If you tell people how to design their
15 products, or what specifically has to be in there, it
16 may provide the near term solutions, but it may
17 prevent solutions, again, that we haven't even
18 contemplated that ultimately may be much better for
19 the marketplace, and particularly for the industry.
20 Thank you.

21 MR. SCHROEDER: I just want to return to the
22 importance of looking at these IP services more
23 broadly than simply looking at Voice Over IP. I think
24 this question really points to the need for that.

25 Ken, your point is not doubt right at some

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 level. It doesn't seem to be proving right in terms
2 of actually getting technology companies to move
3 forward, even on the design standards that are
4 required.

5 Let me make a broader point, which is the
6 needs of those of us with disabilities don't change as
7 rapidly as technology does. They don't change over
8 hundreds of years very much.

9 I can't see today. I won't be able to see
10 tomorrow, and I won't be able to see in a hundred
11 years when I'm up there near Gregg's age. And so I'm
12 not going to be able to read text off of a screen any
13 better tomorrow than I am today, and any better five
14 years from now.

15 So, unless that text can be converted into
16 something accessible, speech or Braille for the
17 moment, I can't use it. I'm not going to be able to
18 find a button on a touch screen any better tomorrow
19 than I am today, and any better in five years.

20 So, unless that button that controls the
21 device is identifiable by the means that I have at my
22 disposal, I'm not going to be able to use it. And so,
23 one of the beauties to me of section 255, and really
24 the 508 standards as well, is that they really do
25 speak to user needs.

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 So while the technology changes, and while
2 we should be promoting accessible design with rapid
3 innovation, the needs of the users don't change
4 dramatically.

5 And the ability to interface with technology
6 is very much dependant on one's disability. And so
7 the reason we feel it's so important for the
8 Commission to broaden its view of this notice, to not
9 just focus on voice, but to focus on all IP services.

10 And we argue the same thing back in the
11 further notice of inquiry. We tried to get you to fit
12 email in as a telecom service. We still think that's
13 right, because essentially it is communications going
14 on.

15 The point is, we don't have any sense that
16 we're going to have access to it as blind people,
17 because our needs, to be able to have access to
18 something in a non-visual way, or in a way that uses
19 our low vision, don't change over time.

20 And the technology industry needs to be able
21 to provide those solutions, yes, through innovation.
22 But the solutions need to be provided. And for my
23 money the only way they are going to happen is through
24 a regulatory mandate.

25 MR. CARLISLE: We are going to have two last

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 answers. One from Ed, and then one from Gregg. And
2 then we'll conclude the panel.

3 MR. VANDERHEIDEN: Just a quick one. There
4 is something between the functional performance and
5 the very, very specific design that we might be
6 considering.

7 It has to be measurement-based. But we
8 could talk about measurement-based functional
9 performance that looks at, again as Paul had talked
10 about, what is it that an individual, whether they are
11 sighted or blind or whatever, needs to be able to get?

12 And then can we provide some measurements as
13 to whether or not this is being provided in fashions
14 that can be made into the form that people need. And
15 the only key on it is that we need to do these
16 measurements under duress.

17 Doing these things to telecom systems in
18 ideal situation isn't going to do it.

19 MR. CARLISLE: Well, I want to thank all of
20 our panelists for giving us an awful lot to think
21 about on this, and also solutions for some of the
22 issues that we've got.

23 This is a Solutions Summit, I think you all
24 came with a very specific set of recommendations for
25 us. And in the months to come we will be taking them

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 very seriously. Thank you, very much.

2 What we'd like to do now is welcome to the
3 podium the Chairman of the FCC, Michael Powell, who
4 will be providing us with closing remarks.

5 CLOSING REMARKS

6 CHAIRMAN POWELL: Thank you Jeff. And
7 welcome to all of you here at the Federal
8 Communications Commission. You know, I have a text
9 here, but I think I'm going to push it aside and talk
10 from our experience and from my heart.

11 We all have recognized, and probably have
12 heard today, enormous potential that IP-enabled
13 services provide for all kinds of consumer welfare
14 enhancing applications.

15 And to take off from a comment I heard a
16 minute ago, it's about anything and everything IP.
17 Voice is one manifestation. But if it by no means
18 will be the only one.

19 And this causes, as is natural in public
20 policy debate, an immediate recitation of the
21 problems. But what this is in part an effort to do is
22 to talk about the opportunities at the earliest
23 possible stage.

24 I tend to think about the break through in
25 IP technology as putting more tools in a tool box to

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 use to solve the problems of the public, whether it be
2 universal service, in which we have always had, one
3 solution, to try to bring services to very despaired
4 communities, different geographies, different
5 demographics, different socio-demographic classes.

6 That made that problem very, very difficult.
7 We may have the opportunity to use a host or suite of
8 IP-enabled devices and technologies and services in
9 different segments of the industry to promote and
10 tackle problems at a deeper level, and a quicker and
11 more responsive level.

12 And that's what I think IP holds the promise
13 for us all to do. Now, while the initial debates
14 about Voice Over IP have largely been about whether
15 you should regulate, for economic purposes, the way
16 you regulate the telephone system, it occurred to us
17 that there were core values that should stand outside
18 of that value, core values that no matter what the
19 communication system is, just to take off on the
20 comment about the human being doesn't change.

21 The human being in core values that are
22 needed to be preserved aren't going to change either.
23 We wanted to, at an early stage, highlight and focus
24 on those things specifically and specially.

25 And disability access to my mind, and to our

1 passion, is one of those things. I have been here for
2 seven years, and worked on many issues for the
3 disability community.

4 And we have had many proceedings on them
5 over the years. But there's always the same criticism
6 and problem about policies approach to disability
7 access issues.

8 It's always being retrofitted. It's always
9 being bolted on at the end. And it's always twice as
10 difficult because it's being thought of at the end,
11 after investments have been made, choices have been
12 made, policies have been developed.

13 And, oh by the way, let's take care of this
14 function in the mature stages. What the Solutions
15 Summits approach is, or intent to do, is for those
16 core values, bring those stake holders in this
17 community together at the earliest possible stage.

18 That is as early as and as swiftly as
19 government agencies can move, to begin to talk about
20 quickly identifying the kinds of problems, the scope
21 of what we'd like to see solved, to engage the stake
22 holders, create the networks, talk about the
23 regulatory policies right from the beginning.

24 And that's why we have asked you all to come
25 here and be a part of this, and why this is so

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 valuable to us and -- I think if we do it right -- to
2 you.

3 And it's also a way of providing a
4 collective expertise to our legislator, and our
5 president, about how these issues will unfold in the
6 years to come long after this particular Commission,
7 or even any of the people in this room, are still
8 working on these issues.

9 So, this is vital. It is critical. It may
10 even be a little novel. But in that I think is
11 promise. And I just wanted to offer my personal
12 commitment to you that that's what we're attempting to
13 do.

14 We want to be partners in that. We want to
15 be driven by that. And we will continue to do so.
16 But you all are a critical voice or access to
17 understanding where those problems lie.

18 So I hope this is not just an event that we
19 will celebrate having happened on this day in may.
20 But it really is the inauguration of a relationship
21 and a dialogue that over the next five, ten, twenty,
22 and thirty years, will be able to be a demonstration
23 in the information age as to how these kinds of core
24 values can be predicted, preserved in a regulatory
25 exercise. And so, thank you very much for being with

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS
1323 RHODE ISLAND AVE., N.W.
WASHINGTON, D.C. 20005-3701

(202) 234-4433

www.nealrgross.com

1 us. Thank you very much for your insights. I assure
2 you we have all this recorded. I personally am going
3 to watch the whole summit.

4 And I look forward to working with you in
5 the days and years to come to make this a reality and
6 have us celebrating that the internet revolution truly
7 was a revolution for everybody.

8 And so with that, again, I thank you. I
9 thank you for having me with you. And I look forward
10 to our continuing relationship, best of luck.

11 MR. CARLISLE: All right, with that I will
12 call the Solutions Summit to a close. Although I
13 would hope that the people in this room and that
14 people who have the benefit of watching us over the
15 internet will interface with each other and talk with
16 each other and continue the dialogue on these issues.

17 Just to remind you, this will be archived on
18 our webpage. Please go to www.fcc.gov/ipwg for the
19 webcast. And today's presentation and transcript will
20 become part of the public record in our IP-enabled
21 services NPRM docket number WCP04-36.

22 So that's an appropriately regulatory way to
23 end. But thank you very much for coming.

24 (Whereupon, the proceedings went off the
25 record.)